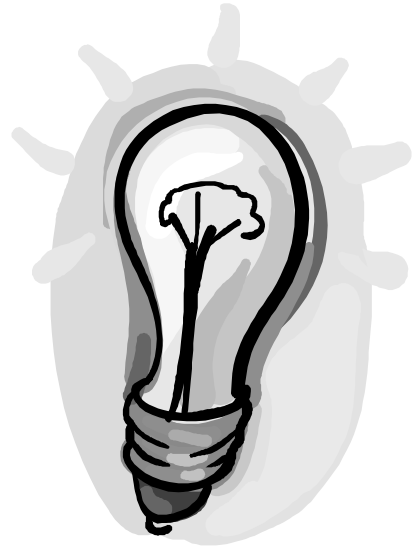
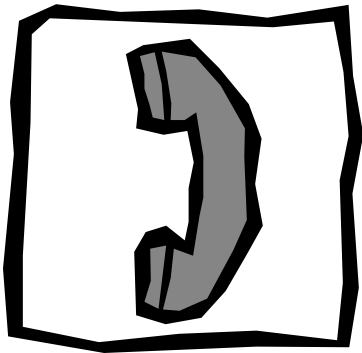


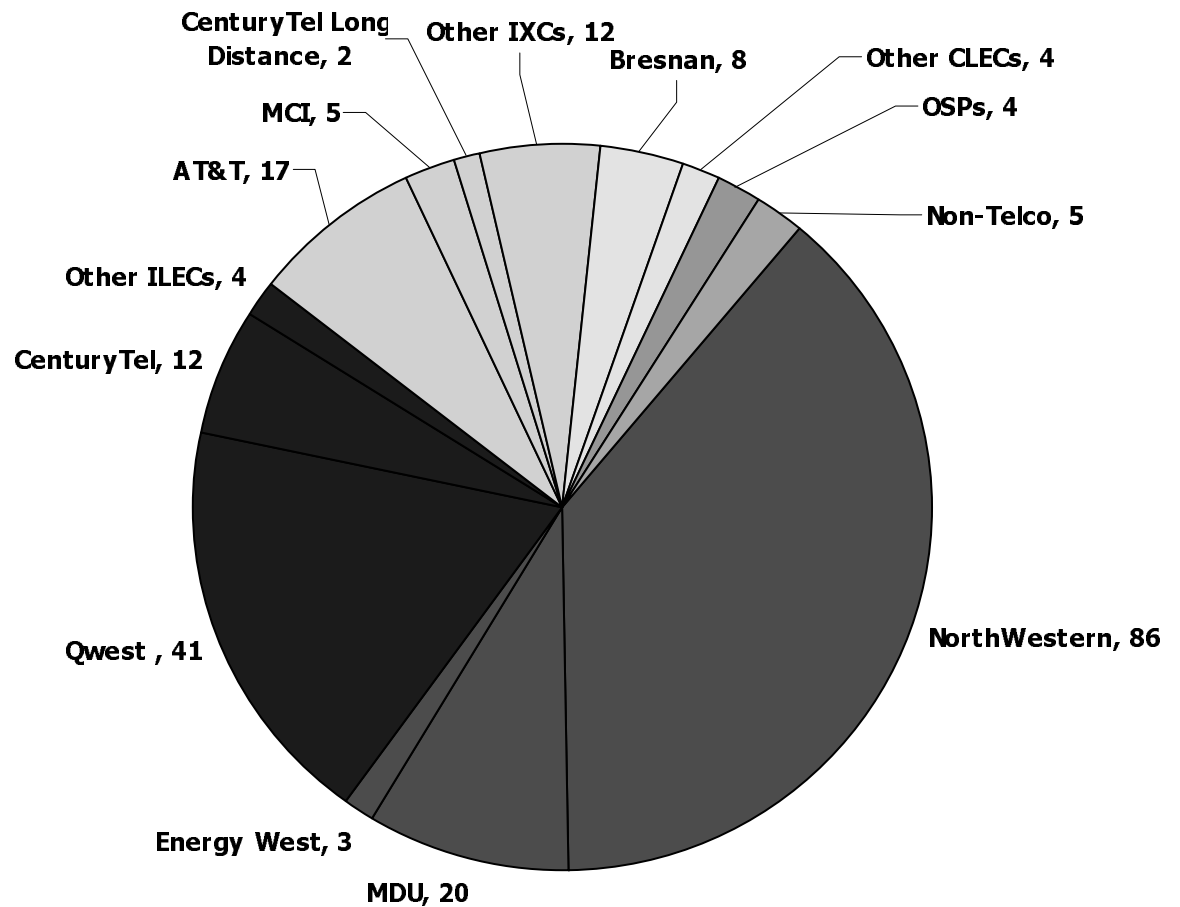
*Utility Consumer Complaints  
Report, 1st Quarter, 2007*



**Montana  
Public Service  
Commission**



1st Quarter  
2007 Complaints  
By Utility  
Total—223



OSP—Operator Service Providers

**Complaint Percentages By Utility**

		<b><u>Weighted Average</u></b> <b>(Based on '06 Customer Base)</b>
NorthWestern Energy	38.57%	.023%
MDU	8.97%	.024%
Energy West	1.35%	.011%
Qwest	18.39%	.014% (based on # of access lines)
CenturyTel	5.38%	
Other ILECs	1.79%	
AT&T	7.62%	
MCI	2.24%	
CenturyTel Long Distance	.90%	
Other IXC's	5.38%	
Bresnan	3.59%	
Other CLECs	1.79%	
OSPs	1.79%	
Non-Telco	2.24%	
	<hr/>	
	100.00%	

**Complaints by Service Type**

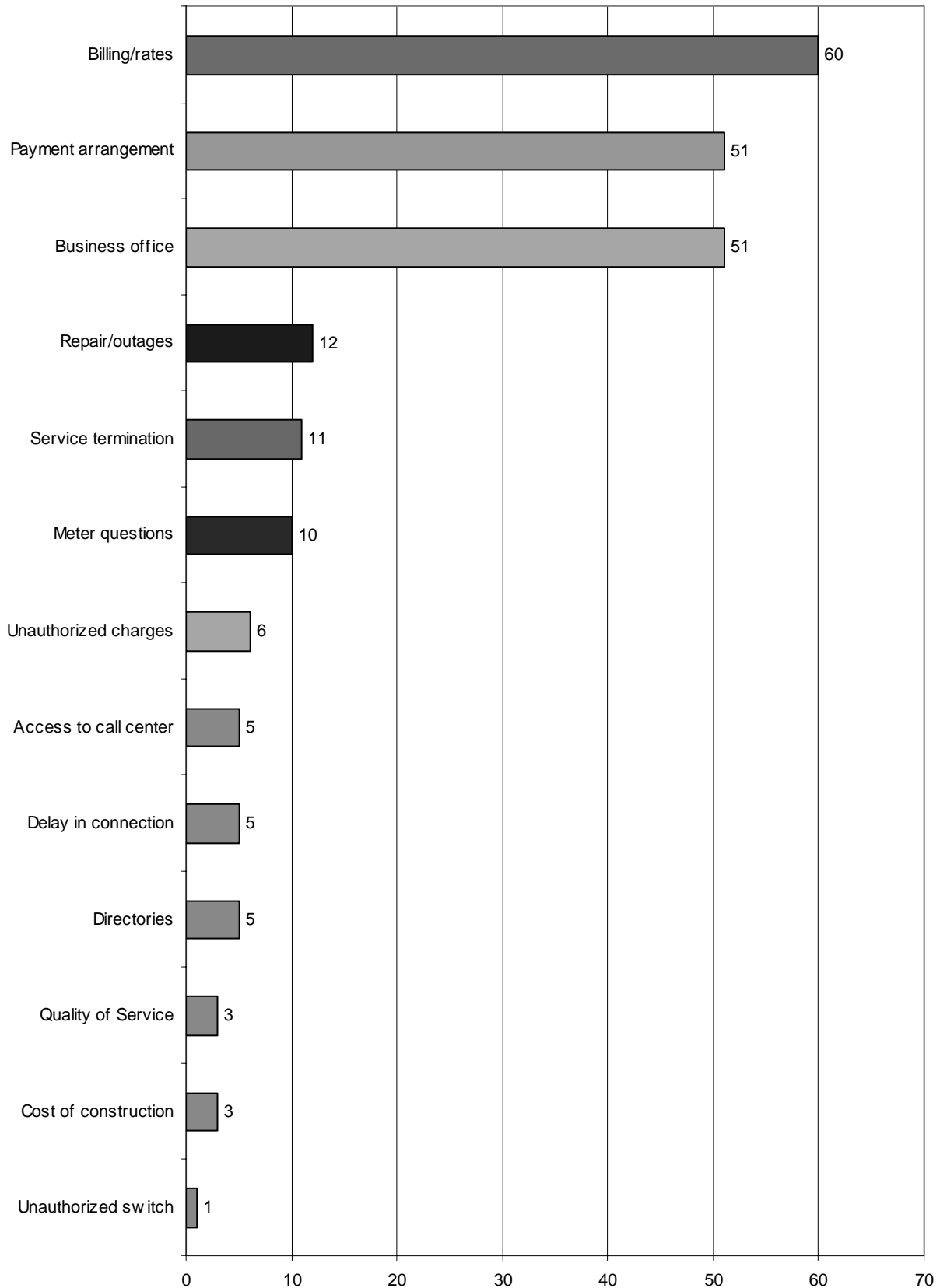
**Percentage of Total**

Energy—109	48.88%
Telecommunications—114	51.12%
<hr/>	<hr/>
Total            223	100.00%

**Type and Number of Complaints By District**

	<b><u>Dist. 1</u></b>	<b><u>Dist. 2</u></b>	<b><u>Dist. 3</u></b>	<b><u>Dist. 4</u></b>	<b><u>Dist. 5</u></b>	<b><u>Total</u></b>
<b>1. Billing/Rates</b>	<b>11</b>	<b>13</b>	<b>6</b>	<b>17</b>	<b>13</b>	<b>60</b>
<b>2. Business Office</b>	<b>4</b>	<b>8</b>	<b>10</b>	<b>13</b>	<b>15</b>	<b>50</b>
<b>3. Cram</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>6</b>
<b>4. Payment     Arrangements</b>	<b>8</b>	<b>14</b>	<b>9</b>	<b>7</b>	<b>13</b>	<b>51</b>
<b>5. Access to Business     Office</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>5</b>
<b>6. Repair</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>12</b>
<b>7. Slam</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>8. Delay in Connection</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>9. Termination</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>11</b>
<b>10. Meter Questions</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>10</b>
<b>11. Pay-Per-Call</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>12. Deposits</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>13. Cost of Construction</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>3</b>
<b>14. Directory Listings</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>5</b>
<b>15. Quality of Service</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>
<b><u>Total</u></b>	<b>33</b>	<b>45</b>	<b>37</b>	<b>54</b>	<b>54</b>	<b>223</b>

## **1st Quarter 2007 Consumer Complaints By Category**



**Number of Complaints**

	<b><u>2006</u></b>	<b><u>2007</u></b>	<b><u>Percent of Change</u></b>
January	104	59	(43.27%)
February	93	93	No Change
March	106	71	(33.02%)
	—	—	—
Total	303	223	(26.40%)

	<b><u>2006</u></b>	<b><u>2007</u></b>	
		<b><u>January</u></b>	
October	96	59	(38.54%)
		<b><u>February</u></b>	
November	35	93	165.71%
		<b><u>March</u></b>	
December	40	71	77.50%
	—	—	—
Total	171	223	30.41%

**Number of Calls**

	<b><u>2006</u></b>	<b><u>2007</u></b>	<b><u>Percent of Change</u></b>
January	1,097	809	(26.25%)
February	1,008	749	(25.69%)
March	915	774	(15.41%)
	—	—	—
Total	3,020	2,332	(22.78%)

	<b><u>2006</u></b>	<b><u>2007</u></b>	
October	945	<b><u>January</u></b> 809	(14.39%)
November	653	<b><u>February</u></b> 749	14.70%
December	575	<b><u>March</u></b> 774	34.61%
	—	—	—
Total	2,173	2,332	7.32%

### Summary of Notable Dockets

We have two Commission initiated dockets, Docket No. D2006.8.129 and D2006.10.144 relative to complaints against Buzz Telecom, Inc. and Billing Concepts, Inc. d/b/a Zero Plus Dialing (ZPDI) and USBI. Docket No. D2006.8.129 related to violations of Montana laws pertaining to the initiation of unauthorized charges of customers' telecommunications bills (cramming), and unauthorized switching of long distance telephone providers (slamming). Docket No. D2006.10.144 related to misrepresentation to customers of Nemont Telephone Cooperative, Scobey, Montana concerning products or services allegedly offered by Buzz on behalf of Nemont. As a result of discussions and negotiations with parties, Buzz cancelled its registration in Montana and its former billing aggregator, Billing Concepts, Inc., credited all unpaid Buzz Telecom telecommunications charges covering the period from June through November, 2006, resulting in total credits of \$34,986 back to Montana customers. Based on the above, these dockets were dismissed on March 13, 2007.